

**Complaint Tracking for CA (09/01/2004-9/30/2004). Total Customer Contacts: 6**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/16/04	Customer received threatening call on cell phone from OSD and number showed on their caller ID. In tracking the number customer was told to call relay customer service. Relay placed a global block on the customers line blocking SRO and relay calls but has no way to block OSD calls. Thanked customer for letting us know and assured that the block would be put on and that further investigation would be done on blocking OSD calls. Customer service manager was contacted about blocking OSD calls.	11/20/2004	Explained to customer needs to call LEC to place block on line as Sprint not allowed to place "global block". Customer will check with LEC
09/23/04	Customer was not informed. Was forced to hold for extended time without CA response. Customer does not wish follow-up.	09/25/04	Thanked customer for taking time to give feedback. Met with CA who stated he always keeps customer informed. Coached CA on importance of staying focused, being always responsive and keeping customer informed.
09/26/04	Customer tried to leave a message. After typing msg., there was no response. Customer typed "QQ QQ GA" and nothing. After typing "Hello GA," agent dialed. Thanked caller for feedback. No follow up needed.	09/30/04	Agent no longer employed by us.
09/26/04	Small problem with agent when customer tried to leave a message. After customer typed msg., there was no response. Customer typed "QQ QQ GA," and nothing. After typing "Hello GA; agent dialed. Thanked customer for feed back. No follow-up needed.	09/30/04	Agent no longer works here.
09/27/04	After opr. dialed number and it said ringing the line disconnected. Thanked customer for letting us know. Follow up requested.	10/30/04	CA does not remember specific call. CA demonstrated correct procedures with regard to calls that don't connect, person hangs up, ringing stops and no answer. CA demonstrated proper knowledge in keeping TTY informed if sounds were heard and requesting a supervisor if unsure of TTY's request.
09/29/04	Complaint - CA didn't respond quickly enough.	09/29/04	Thanked caller for feedback. Followed up with CA No follow up requested. This wasn't CA error. Witnessed CA processed correctly. VCO started typing right after voicing no time to respond.